



Direct Connect

Simplify your errant claims refund request process

The Direct Connect™ app is a web-based platform that helps payers and providers communicate effectively, automate workflows and drive resolutions.

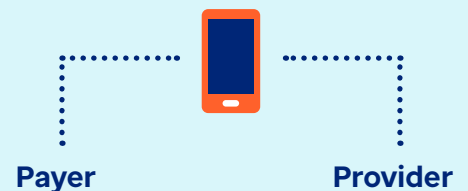
With Direct Connect, you can:

- Use one system to reconcile credit balance and overpaid claims
- Stop receiving third-party collections phone calls, faxes and multiple letters for accounts that load into Direct Connect
- Get real-time recovery status updates to alert you if a claim is pending offset, to help reduce double-dips
- Identify and resolve recovery disputes
- Attach images for quick reference
- Track and manage overpayments in a controlled process
- Decrease resolution time frames
- Have your inventory loaded to customize work queues the next business day
- Store all communication to and from payers and providers
- Use real-time reporting to track statuses of inventories in the resolution process
- Use at no additional cost to you



How to access Direct Connect

Once the provider agrees to move forward, the implementation process takes approximately two weeks. No installation is required. Users are given their sign-in credentials prior to the day of training and can start working accounts the day of their training.



For more information about Direct Connect, email our team at directconnectaccess@optum.com